ITIL®
THE LANGUAGE OF GROWTH

PeopleCert

Module At-a-Glance

ITIL Transformation (Version 5)

Module Name
ITIL Transformation (Version 5)

Module in One Sentence
Provides practical, scalable guidance for embedding, sustaining, and optimizing change across products and services.

Core Themes
- Understanding transformation complexity and organisational context
- Applying the ITIL Transformation Model
- Using patterns, tools, and governance to enable sustainable change

Target Job Roles
- Sponsors and owners of transformation initiatives, responsible for leading change
- Professionals involved in delivering transformation work, to understand what needs to be done
- Professionals impacted by transformation, to understand the support and engagement they can expect
- Consultants supporting organisations through transformation initiatives

Benefits
- Ensures managerial and governance capabilities are fit for purpose and support the organization's desired ways of working
- Formalizes and streamlines organisational capabilities with clearer accountabilities and responsibilities
- Improves the performance of specific parts of the Service Value System (SVS), such as individual practices or tool usage, while considering all four dimensions of service management
- Improves the performance of the overall SVS by supporting collaboration across stakeholders and value streams

Key Marketing Messages
- Provides a structured, practical approach to managing complex transformation initiatives
- Helps organizations balance governance, execution, and learning during periods of change
- Supports sustainable transformation aligned with business value and organizational resilience

Content Summary
This module equips candidates with guidance to transform the way organizations work by balancing governance, execution, and continual learning. Aligned with ITIL guidance, it provides practical direction to help align people, processes, and technology, ensuring transformations deliver measurable value and build resilience across the enterprise.

Assessment Summary
- Multiple Choice
- Open Book
- 90 minutes, 40 questions

Learning coverage
- Introduction to ITIL Transformation
- The ITIL Transformation Model
- Transformation patterns
- Measurement, learning, and synthesis
- ITIL and AI
- ITIL and other frameworks

Prerequisites
- Any ITIL 4 certification or
- ITIL Foundation (Version 5)
- Accredited training or Official eLearning

Recommended training duration
2 - 3 days

Have questions?
Contact your PeopleCert Business Development Manager for launch support and partner resources.

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